

## Covid-19: What to expect at Body for Life Osteopathy clinic

Please be assured the risks to your personal health are taken very serious at Body for Life Osteopathy. All reasonable precautions have been taken to ensure your safety whilst you are in the clinic, and this document is written to provide you with a 'what to expect' guide to attending the clinic. If you have any questions, please contact me.

There is a lot of information here, but I do ask that you please read it all. If you prefer, you are welcome to call me on 07710 466880 and I will go through everything with you via telephone. The actions you yourself are expected to take are the end of the document, and by attending for an appointment you agree to abide by these protocols.

Probably most importantly of all: please recognise that despite all possible precautions being taken, there is potential risk in attending the clinic. If I develop symptoms myself, I will immediately contact any patients whom I have been in contact with in the preceding two weeks. **This means it is possible that you could receive a call that means you need to self-isolate for up to 14 days.** Clearly this is not a phone call I want to have to make, but if you chose to attend for treatment you are confirming that you understand this risk.

Please also be aware that your appointment may be cancelled at very short notice (i.e. up to and including as you arrive at the clinic) if I develop any signs of Covid-19.

### Daily hygiene at the clinic

- All likely contact surfaces: door buzzer, door handles, light switches, sink taps and toilet flushes etc are sanitised daily (and more frequently where possible)
- To reduce surface contact, where possible, all internal doors will be left open to ease your route through the building
- The clinic room is sanitised at the beginning and end of the day and between every patient. This includes cleaning of the plinth, chairs, desk and payment machine and computer
- All pillow cases, towels or blankets used during treatment will be changed between patients
- I will be wearing a medical-grade fluid resistant face mask on your arrival, and a disposable apron and gloves during treatment. This is to significantly reduce the risk of me as a vector of transmission between patients, but can be a bit unsettling at first. I promise I'm still there under the mask and smiling at you, even if you can't see me!
- **You will also be given a mask to wear which you will need to fit over your mouth and nose, for the duration of your time in the treatment room.** You are welcome to bring/wear your own mask if you prefer.
- I will, as always, be washing my hands before and after each treatment

Whilst you personally may not be unduly concerned about the risks to your own health, many patients are very anxious, and some patients may have health conditions that put them at higher risk. In order to help me reduce the risks for everyone, and in order to be able to keep the clinic open, I ask ALL patients to observe the below protocols:

Before you attend:

- DO NOT attend the clinic if you or someone in your household develops a new persistent cough, fever or experiences loss/change of sense or taste, or has had symptoms in the last 7 days. If so, follow government advice regarding self-isolation. **You can notify me of appointment cancellations via phone, text or email. There is no charge for cancelled appointments**
- DO NOT attend the clinic if someone in your household is classified as 'vulnerable'. The current government guidelines on this can be found here: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Attending the clinic:

- Please arrive on time for your appointment, **not early**. This is to maintain social distancing and reduce contact with others in the toilets/corridors/waiting areas
- Arrival at the front door: please observe the signs and **wash your hands on arrival**. The men's toilets are on the ground floor, the women's are on the first floor. There is a map on the front door to guide you
- Antibacterial gel is available for you to use in the waiting area and in the clinic. Please use this freely: it's there for your use. **However it is not a substitute for washing your hands**
- If you have attended the clinic and develop symptoms of Covid-19 within 14 days, please let me know as soon as possible, so that I can make any decisions necessary about whether the practice remains open and/or who may need to be contacted

**By taking the risks seriously and complying with the above protocols, I hope that we can all stay safe and well so that people who need treatment can continue to attend the clinic.**

Please sign and date the document to show that you understand or confirm via return email or text that you have read the document and are happy with these arrangements.

Name ..... Date .....

Signature .....